
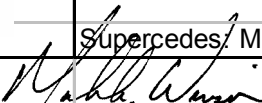


POLICY & PROCEDURE		
	On-The-Job Injuries/Illnesses	
	Supersedes/ March 1, 2005	Effective: March 1, 2006
Approved: 	Page 1 of 4	

The City of Duluth is vitally concerned about the health and safety of every employee, and makes every effort to provide safe working conditions for all employees, to eliminate unsafe working conditions that are discovered, and to provide quality medical treatment to those employees who suffer on-the-job injuries/illnesses. To effectively meet these goals and manage the City's workers' compensation costs, the City has hired RTW, Inc to administer our claims, and selected St. Luke's Occupational Health as our treatment provider because of their expertise in working with job-related injuries. The following procedures have been implemented to ensure these goals are met. Failure to report an accident promptly or to follow the established procedures for treatment will be considered a serious policy violation and subject to disciplinary action.

Obtaining Medical Treatment


The injured employee's supervisor is responsible for ensuring that medical treatment is provided as follows:

1. The supervisor must provide first aid for minor injuries/illnesses that do not require medical treatment.
2. When medical treatment is required for **non-emergency on-the-job injuries or illnesses**, the employee is strongly encouraged to seek treatment with a St. Luke's facility as indicated below:
 - a. **Weekdays between the hours of 8:00 a.m. and 4:30 p.m.: call the Denfeld Medical Clinic Occupational Medicine Department** at 249-6822. You will either be instructed to report to their facility at 4702 Grand Avenue, Duluth MN or to the nearest Urgent Care facility.
 - b. **Weekdays between the hours of 4:30 p.m. and 8:00 p.m. and weekends between the hours of 10:00 a.m. and 8:00 p.m., excluding major holidays** (Occupational Medicine and Urgent Care facilities are closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas): **Urgent Care** at any one of the following: **Denfeld Medical Clinic**, 4702 Grand Avenue, Duluth MN (249-6888); **St. Luke's Hospital & Regional Trauma Center**, 915 East First Street, Duluth MN (249-6095), or **Miller Creek Medical Clinic**, 4886 Miller Trunk Highway, Hermantown MN (249-5700).
 - c. **Weekdays between the hours of 8:00 p.m. and 8:00 a.m., weekends between the hours of 8 p.m. and 10 a.m., and major holidays: St. Luke's Hospital and Regional Trauma Center**, Emergency/Trauma Department, 915 East First Street, Duluth MN 55805 (249-5616).
3. When medical treatment is required for **job-related injuries/illnesses that are serious or involve fractures**, employees are strongly encouraged to seek treatment at **St. Luke's Hospital and Regional Trauma Center**, Emergency/Trauma Department, 915 East First Street, Duluth MN 55805 (249-5616). This ensures that follow-up care is provided by St. Luke's Occupational Health,

Follow-Up Treatment

All employees who are treated at an urgent care or emergency room facility must schedule a follow-up appointment on the next business day following the incident, unless the injury/illness was minor and the treating physician has released them to work with no restrictions. Follow-up with St. Luke's Occupational Health or the initial treating physician is required for the entire course of medical treatment, unless there is an approved change of doctor. **It is the employee's responsibility to obtain a "Physician's Report"** or similar form after each appointment and to provide a copy of it to his/her supervisor.

Minnesota state law allows employees to select a physician of their choice. **Any employee who chooses to treat with someone other than St. Luke's Occupational Health must inform the Workers' Compensation Manager at RTW.** The treating physician may refer the injured/ill employee to a specialist if the condition warrants. An employee who is dissatisfied with medical treatment received from their treating physician, or feels a change is necessary, must obtain permission from RTW in order to make a change.

POLICY & PROCEDURE		
	On-The-Job Injuries/Illnesses	
	Supersedes: March 1, 2005	Effective: March 1, 2006
Approved:		Page 2 of 4

Wage Payments for Lost Time

If the treating physician has authorized lost time (off work or able to work only partial days), wage payments will be processed as follows:

1. RTW will issue a check for any wages due through worker's compensation (2/3 of gross weekly wage).
2. The remaining 1/3 of wage will be recorded as sick leave and paid on the regular payroll check.
2. If the authorized time off does not qualify for payment through workers' compensation, the time will be recorded as sick leave and paid on the regular paycheck.


Payment of Medical Bills

The employee is responsible for providing billing information to the treating facility, and pharmacy when applicable, to ensure that their work compensable medical claims are paid. **Bills relating to a work-related injury/illness must be directed to RTW, Inc., PO Box 390327, Minneapolis MN 55439-0327.**

Reporting Work-Related Injuries/Illnesses

Required report forms must be completed by the supervisor on the day he/she learns of the injury/illness, and **submitted to RTW within 24 hours**. Forms can be submitted via the **internet (www.RTWI.com)** or **fax (1-866-286-5258)**. Serious injuries should be reported by **phone (1-866-620-3137)** as soon as possible. It is a violation of state Workers' Compensation laws for the employee to complete the "[First Report of Injury](#)" form. **Note that the fax number above is for First Notice only; all future correspondence regarding the claim should be faxed to 1-952-893-3700.**

1. All supervisors, including manager and department directors, should follow the "[Injury Reporting Guide & Checklist](#)" to report a work-related injury/illness. For **minor injuries requiring first aid only and no medical treatment by a physician**, the supervisor should complete the "[Incident Report](#)" only, and send to Human Resources. A "[First Report of Injury](#)" form should not be completed unless medical treatment was provided by a physician.
2. Refer to the "[First Report of Injury Checklist](#)" for information regarding completion of the "[First Report of Injury](#)" form. Questions can be answered by contacting RTW.
3. Wage information **must** be obtained from Payroll by providing the employee name and date of injury; contract salary is not the only factor in determining the average weekly wage.
4. If you are unable to obtain all of the required information for the [First Report of Injury](#) within the 24-hour submission deadline, the form should be submitted with omissions, and the missing information should be faxed to RTW as soon as it becomes available.
5. Complete the "[Employer Information Form](#)" and fax with the [First Report of Injury](#) and [Incident Report](#).
6. Prior to submitting the forms to RTW, the supervisor must make three copies. One copy should be given to the injured employee, one sent to Human Resources, and one kept for the supervisor's records. (Note: if filing electronically, supervisor can elect to have the First Report of Injury emailed to him/herself and the HR office by indicating during submission process.)
7. The Human Resources office will forward a copy of the reports to the Attorney and Loss Control Specialist. The Human Resources office will send incident reports involving third party liability to the City Investigator & Claims Agent.

POLICY & PROCEDURE		
	On-The-Job Injuries/Illnesses	
	Supersedes: March 1, 2005	Effective: March 1, 2006
Approved:		Page 3 of 4

8. The supervisor must follow up every incident with an investigation of the facts to determine what must be done to prevent this type of accident from recurring. Supervisors may enlist the help of the Loss Control Specialist in Human Resources. **Particular effort should be made to obtain witness corroboration of how the accident/injury occurred.**
9. If the supervisor suspects the employee is making a fraudulent claim, he/she must notify RTW immediately, providing a detailed account of the reasons for those suspicions.
10. If the incident involves damage to any vehicle, equipment, or property, employee and supervisor must also follow the [Accident/Incident Reporting Policy](#).
11. Require the employee to obtain a "[Physician's Report/Employee Work Status](#)" report or similar document **each** time they are seen by the treating physician. Fax the report to RTW (fax # 1-952-893-3700) and **forward a copy to Human Resources.**
10. RTW will monitor all cases until the employee is able to return to work without restrictions and the case is closed.

Working with Restrictions

RTW will work with the supervisor, Occupational Health/treating physician, and the employee to ensure that modified duties are available while the employee is going through the "work-hardening" process and until he/she can once again safely resume normal duties. If necessary due to the nature and severity of the injury/illness, the supervisor should assist the employee in arranging rides to and from work. The supervisor should complete the "[Employer Job Offer](#)" and have the employee sign it. An employee who refuses to accept workplace accommodations approved by the physician will not be paid, unless he/she chooses to utilize vacation or other accrued leave.

It is the supervisor's responsibility to ensure that employees with work restrictions are following those restrictions. The employee's failure to work within restrictions and/or the supervisor's failure to enforce restrictions will result in disciplinary action. The City's goal is to protect the employee from further injury and to ensure the employee will reach maximum improvement from the injury/illness.


An employee working with restrictions must continue to be seen by the designated treating physician until he/she has been released to normal duty. The supervisor must follow the case until the employee can return to work without restrictions and the case is closed.

Medical Appointments

If the employee is working normal duty or restricted duty, medical appointments, including physical therapy and other procedures, will be paid as regular time if the employee is scheduled to work at the time of the appointment. No payment will be made for appointments scheduled during non-work hours.

Lost Time Injuries/Illnesses

The supervisor must immediately report to Human Resources **and** RTW injuries/illnesses resulting in lost

POLICY & PROCEDURE		
 D·U·L·U·T·H	On-The-Job Injuries/Illnesses	
	Supersedes: March 1, 2005	Effective: February 1, 2006
Approved:		Page 4 of 4

time beyond medical treatment . All lost time must be authorized by a physician in order to receive worker's compensation payments.

It is the supervisor's responsibility to monitor the progress of employees who are losing time from work. If the employee's lost time is more than three days, the time qualifies as family leave. The supervisor must notify the employee of this fact using the "[Work Injury Lost Time](#)" memo. The supervisor must also perform the monitoring tasks below:

1. Contact the injured/illness employee weekly. Express concern for the employee and encourage a return to work as soon as is medically reasonable. Studies show that employees get well more quickly and recover more fully if they return to work in some capacity as soon as possible.
2. Whenever possible, visit the employee at home or in the hospital early during his/her absence.
3. Follow the instructions on the "[Injury Reporting Guide & Checklist](#)."
4. Follow the employee's case until he/she can return to work without restrictions and the case is closed.